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Manmeet Singh

Career Summary

Enthusiastic and dedicated professional eager to **pivot** into the exciting and transformative fields of **cloud computing and DevOps**. With a combination of my industry experience and transferable skills, I am determined to channel my passion for technology and problem-solving into a rewarding **cloud-focused career**.

Projects

Professional

1. Successfully deployed and ported Cisco IP telephony infrastructure on multiple dealerships (both existing and new) nationally whilst working with Eagers Automotive.
   Technology and platform used:
   - Cisco Unified Communications Manager (CUCM)→ For phone (IP phones and Jabber) and numbers configuration.
   - Cisco Unified Unity Connection (CUC)→ For caller input based Interactive Voice Response configuration.
   - Cisco Unified Border Element (CUBE)→ Used for configuring call flows to and from external destinations and sources respectively.

2. As part of a bigger project team to replace existing Cisco network infrastructure with Aruba, I am tasked with configuring and deploying Aruba network switch and access points.
   Technology and platform used:
   - HPE Green Lake Aruba Central.
   - Aruba 2930F Switch.
   - Access Point AP-515.

3. Ongoing project to migrate existing phone number ranges from Telstra onto Netsip (Managed by Aussie Broadband). This requires configuration to enable CUBE router to accept/send calls from/to the new provider.

Personal

1. **Tech Portfolio Website – https://www.singhincloud.net**
   Cloud-based Portfolio

   - HTML, CSS, and Image hosted on EC2.
   - The platform is built on Amazon Linux OS.
   - Webpage served via Apache HTTP webserver which is installed on the Linux OS.
   - Route53 → DNS for serving user requests to the website. Contains hosted zone and Records.
   - Application Load Balancer → Internet-facing LB to route traffic evenly between two EC2 instances.
   - ACM → To provision SSL certificate.
   - Design Narrative: Tech Portfolio on **medium.com.**

2. **AWS Resource Tracker Using Shell Scripting**
   Use automation to run daily jobs.

   - Created a script using **Bash Scripting** on Amazon Linux AMI.

- My objective is to list resources and resource health using **AWS CLI commands.**
- Automate the running of the script by setting up **Cron Job**.
- Design Narrative on **medium.com.**

3. **AWS Three-tier Architecture**

Deployed and hosted a highly available design:

- Route 53 → Contains Hosted zone and DNS records.
- VPC, Load balancer, Auto Scaling Group and Amazon EC2 for hosting webpage and handling traffic.
- RDS instance to serve database requirements.
- Design Narrative on **medium.com**.

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Work Experience

Network Administrator
Eagers Automotive
November 2020 – Present

- In this role, I am part of both projects and support team. My main work responsibilities are summarized below:
  - Planning, configuring, and deploying Cisco IP telephony infrastructure across the dealerships nationally. Servers I work on daily: CUC, CUCM, UCCX and CUBE router.
  - Configuring and deploying Cisco and Aruba network devices, mainly switches (2930F model) and access points (AP-515), to enable staff to work on both wired and wireless network seamlessly.
  - As part of BAU:
    - I support Ip telephony issues nationally, mainly in WA, Victoria, and NSW.
    - I troubleshoot basic network issues related to existing network infrastructure which includes Legacy Cisco deployments (LAN switching issues which includes and not limited to CDP, LLDP, VLAN configuration, Spanning-tree protocol) and new Aruba deployments, both wired and wireless issues.
    - Liaising with SDWAN service provider.
    - Managing policies, objects, and networks on Cisco Firewall.

Network Engineer
Datacom
February 2020-August 2020

   In this role:

- I assisted in daily BAU tasks such as Incident management, keeping the customer informed of carrier outages, monitoring devices through monitoring tools (PRTG) and troubleshooting basic network issues.
- Worked majorly on support issues related to Cisco LAN switching viz. confirming the VLAN configuration on ports, configuring port-security, CDP, LLDP etc.
- I was responsible for Number porting on Oracle Acme packet SBC.

Network Voice Engineer
Automotive Holdings Group
Sept 2019-Nov 2019

In this short, 2-month contract role:

- I was responsible for BAU tasks on the Cisco Voice platform which included configuring new call flows, IVRs and routes on CUBE router.

- Platforms worked on: CUCM, CUC, UCCX.

Incident Management Senior Specialist
Orange Business Services, Delhi, India
May 2014 - August 2019

I worked on three different positions during my tenure with Orange:

- Oct 2016- Aug 2019: Incident Management Senior specialist
  Central Support Role supporting about **100 customers**. Worked as Level 2 Unified Collaboration Engineer providing technical support to voice related issues. Mainly worked on these platforms: CUCM, CUC, UCCX, UCCE and calling endpoints.

- Oct 2015 – Sep 2016: Senior specialist (Level 1)
  Project: BHPB
  1. As a senior specialist, I was the first point of escalation.
  2. Kept BHPB stakeholders updated on the progress of the ongoing issues through daily calls and meetings.

- May 2014 – Sep 2015: Specialist (Level 1)
  Project: BHPB
  1. Providing support for Cisco LAN/WAN and IP telephony issues.
  2. Level 1 incident management ensuring operational excellence was met.

Trainee Network engineer (Cisco TAC)
Aricent Technologies
August 2013 – April 2014

- As part of CUCM team, provided technical support to Cisco customers.
- Utilizing the Cisco Lab by recreating the customer's set up in a controller environment to determine the cause of the issue being faced.

Education

Bachelor of Electronics and Communication
Amity University, UP, India

Certifications

- CCNA
- Microsoft Certified: Azure Administrator Associate
- ITIL

Skills

- **AWS**
  - IAM.
  - Elastic Compute Cloud (EC2), Load balancer, Virtual private cloud (VPC), NAT Gateway, Internet GW, Route-tables, Security Groups.
  - Simple Storage Service(S3), Route 53, CloudFront.
  - CloudWatch.
  - Infrastructure as Code- CloudFormation.
  - Familiar with Basic Linux commands (on Centos and Ubuntu)
    - Creating, finding, viewing, and editing files.

- Running programs.
- Installing and configuring software – usually called packages in Linux.
- Familiarity with Vim Editor.
- Managing processes – Kill, top commands.
  - Distributed version Control**:** Git and GitHub.
  - Working knowledge of CI/CD pipeline using Jenkins.

- **Cisco Voice platform**
  - Cisco Unified Communications Manager (CUCM).
  - Cisco Unity Connection (CUC).
  - Cisco Unified Contact Centre Express (UCCX).
  - CUBE router.

- **Networking**
  - Layer 3 Routing protocols: EIGRP, OSPF.
  - Layer 2 technology protocols – CDP, ARP, MAC addressing and VLANs.
  - Basic understanding of configuration and working of DHCP and DNS.